



Housekeeping Items

- Video On, if possible
- Mute lines
- Use Emoji's
- Use the Chat



Core Value - Fun

-
1. Jokes/Puns
 2. Dad Jokes
 3. Riddles

Today's discussion

- Patient Onboarding Overview
- Patient Activation Measure
- Motivational Interviewing
- Scripting
- Cerner Training
- Comprehensive Health Evaluation
- Recap/Q&A



Training Schedule

Early Deployment Patient Onboarding Training Schedule – Tuesday 3/22/22		
Topic	Presenter	Minutes
Patient Onboarding Overview	Mike + Dr O'Shea	30
PAM Overview	Tim	30
Break		10
MI Refresher + Scripting + MI Demo	Mike + Jamie	60
Break		10
Navigating Cerner	Kim	30
CHE Scheduling	Kelly + Kim	60
Q/A	Team	15



CKCC Patient Onboarding Overview (CKD & Non-DVA ESKD)

Michael Smith

Topics

- **CKCC Overview**
- Review overall onboarding strategy for CKCC
- Role of CC in Patient Onboarding
- Steps and materials for patient onboarding
- Training Resources



CKCC Program Overview

Comprehensive Kidney Care Contracting (CKCC)

- CMS kidney-specific Integrated Kidney Care (IKC) program
- Automatically aligns Medicare fee for service patients to the model based on their nephrologist participating in the program
- It includes patients across the kidney continuum of Chronic Kidney Disease stages 4-5, End Stage Kidney Disease, and Transplant

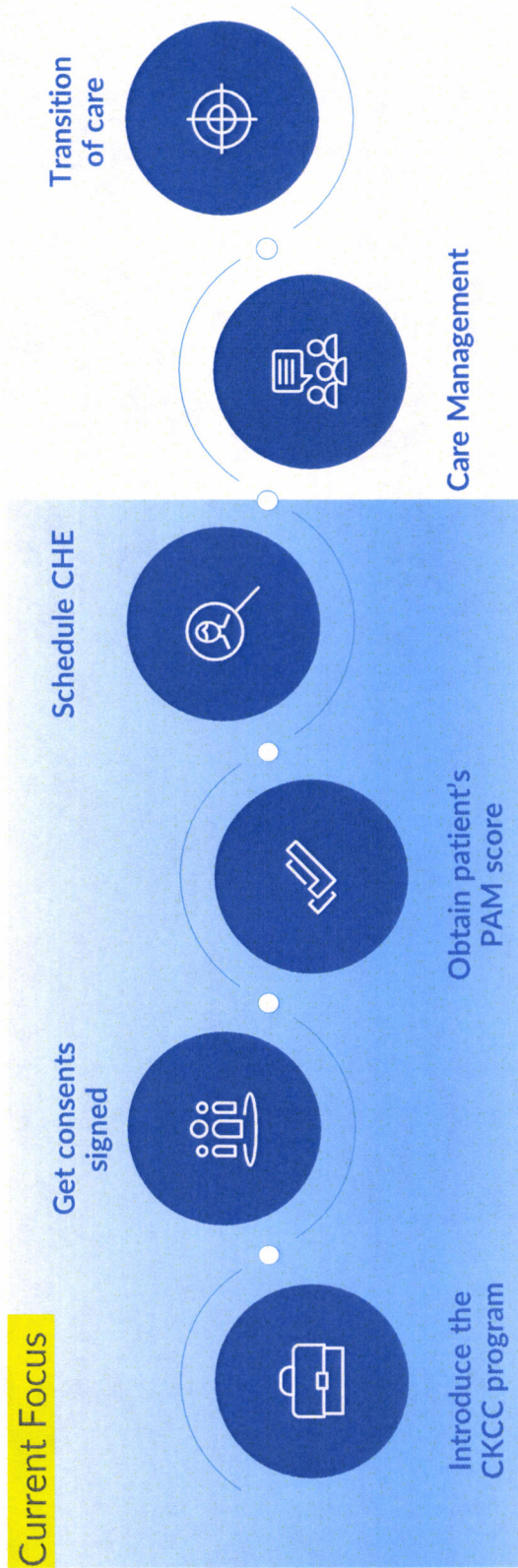
What CKCC model of care looks like for the patients?

- Operations is where our strategy and model come to life
- This is the juncture where patients experience the talent of our teams and the quality of our planning
- In order for patients to thrive, our operations are organized around delivering key interventions to each individual patient who needs it most. Said another way, we seek to provide The Greatest Care for those in the Greatest Need



The CKCC program is spread across 11 regions with 12,646 CKD lives, and 9,971 ESKD lives

CKCC Model of Care



What is CHE?

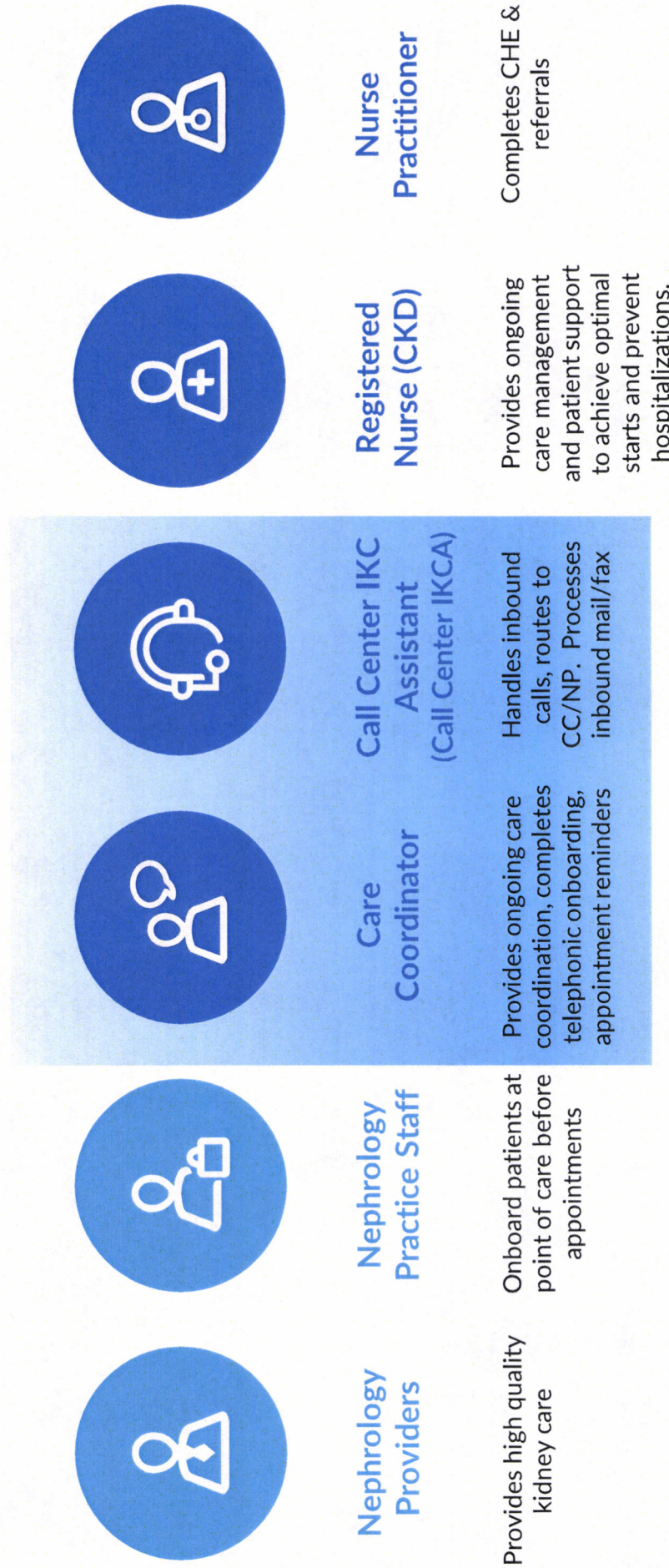
A Continuous Health Evaluation (CHE) that examines new and existing chronic conditions, and documents applicable diagnoses for the purpose of contribution to the patient's care plan and accurate risk adjustment.

What is PAM?

The Patient Activation Measure (PAM) is a 100-point, quantifiable scale determining patient engagement in healthcare. There are 13 statements in the questionnaire.



CKCC CKD Care Team



CKD Care Team R&R

Early Deployment Training: 3/21 - 4/1 Live: 4/1 → →	CC ¹		IKCA (central)	CKD RN	CKD NP (credentialed)
	Pt Onb.	Care Mgmt			
	Welcome	Precharting	Inbound call management	Optimal Starts	CHEs/PHQ9
	Consents	CHE reminder calls/rescheduling	Mail processing	PCC	
	PAM	OS Care Coordination	Cerner upload		
Deployment Training: 3/21 - 3/25 Live: 3/28 → 5/6	CC ¹		IKCA (central)	CKD RN	CKD NP (credentialed)
	Pt Onb.	Care Mgmt			
	CHE Scheduling (upon NP credentialing)	CHE Care Coordination	Inbound call management	TBD	CHE/PHQ9
			Mail processing	-	
			Cerner upload		



¹ From March → May, all Early Deployment CCs will receive both PO and Cerner R to allow for ops flexibility

CKCC Patient Onboarding Overview (CKD & Non-DVA ESKD)

Topics

- CKCC Overview
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CKCC CKD MOC: Onboarding and CHE

WHY:

- Enable us to develop relationships with patients and manage their care, and encourage patient engagement
- Ensure accurate CMS funding
- Capture comorbidities, prioritize patient needs, create a plan of care and conduct follow-ups

WHAT:

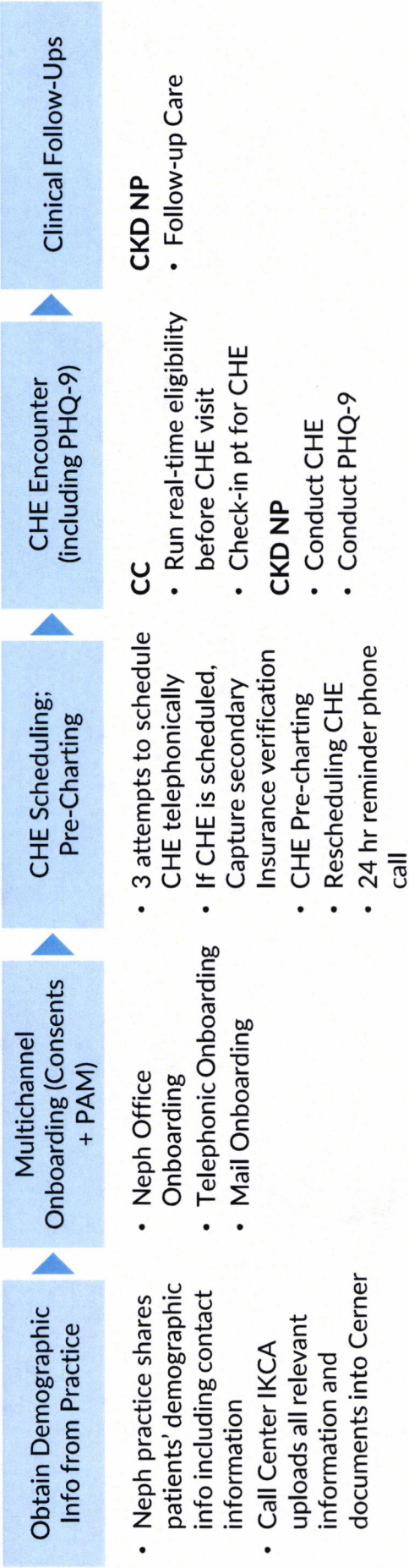
9/28/23 Page 11 of 42 Page

Welcome	Consents	PAM	CHE
<ul style="list-style-type: none">• Introduce the CKCC Program to patient• Welcome patients to the program and answer any questions they may have about the program	<ul style="list-style-type: none">• Patients sign medical consent forms to allow us to manage their care	<ul style="list-style-type: none">• Patient Activation Measure• 100-point, quantifiable scale determining patient knowledge, skill, and ability to manage their own health• 13 statements• Key quality measure for CMS	<ul style="list-style-type: none">• Comprehensive Health Evaluation• Examines & documents new and existing chronic conditions• Determines patient's care plan and accurate risk adjustment



CKCC CKD MOC: Onboarding & CHE Process

Onboarding & Assessments



Call Center



CC



CC



CC



CKD NP



CKD NP



CKCC Patient Onboarding Overview

3 Pronged Approach



Point of Care (POC)¹

In-person onboarding is the most surefire way to obtain consent & explain program benefits

Target population:
CKD

Practice front desk implements

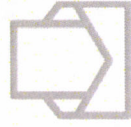


Telephonic

We will rely on telephonic onboarding for patients with unsuccessful onboarding at PoC

Target population:
CKD + Non-DaVita ESKD

IKC implements



Mail

We will send direct mail welcome packets to all patients in Q1

Target population:
CKD + Non-DaVita ESKD

IKC implements



Chairside

ESKD patients will be onboarded chairside by CCs/NP

Target population:
DaVita ESKD

IKC or Proactive NP implements



Goals of CKD/Non DaVita ESKD Telephonic Onboarding



WARM WELCOME TO THE PROGRAM

- Make the patient feel special & start to build trust
- Explain the value of the program to the patient



PREPARE THE PATIENT TO RECEIVE CARE

- Obtain patient information (including contact info, and secondary insurance)
- Obtain patient consents/PAM questionnaire and upload to Cerner according to the documentation guide



START ACCESSING BENEFITS

- Schedule patient for CHE visit



CKCC Patient Onboarding Overview (CKD & Non-DVA ESKD)

Topics

- CKCC Overview
- Review overall onboarding strategy for CKCC
- **Role of CC in Patient Onboarding**
- Steps and materials for patient onboarding
- Training Resources



Nephrology Practice Role in Point of Care Onboarding

Neph practices with CKCC patients will attempt to complete onboarding during CKD patients semi-annual appointments

This includes 5 steps:

1. Introduce the program to the patient
2. Have the patient sign all consents in the welcome packet
3. Introduce the PAM and ask the patient to complete
4. Introduce the CHE and the scheduling process
5. Return the completed consents and PAM to IKC

Collaboration between Neph Practice and DaVita IKC

- Attend biweekly admin call to review patient engagement report and action plan; other admin topics as needed
- Share data (phone # and next appt date)



Telephonic Onboarding Overview

Care Coordinators will proactively call patients to complete PAM, obtain consent, and schedule CHE visits and onboard unengaged patients to the CKCC program.

Unengaged patients are defined as:

- No upcoming appointment at Nephrology Practice
- Patients who were a no show at their Neph appt
- Patients who had a Neph appointment but did not sign consents or PAM

Partially engaged patients are defined below:

- Signed some consents but not all
- Signed consents but need CHE scheduled
- Signed consents and CHE scheduled but PAM not completed

Training for telephonic onboarding will be given to all CC's the week of 3/21/22



Role of CKD CC's-Telephonic Patient Onboarding

Welcome & Consents

Welcome the patient to the CKCC program using the script provided and get consent signed digitally if the patient hasn't signed them already.

- ✓ Upload digital consent pdfs in Cerner
- ✓ Ensure that the patient received NPP in mail

Care Management

Once the following are complete, onboarding CC can warm hand off the patient to care management CC. Ensure:

- ✓ All Consents Signed
- ✓ Initial CHE Scheduled
- ✓ PAM Completed

PAM

Administer the Patient Activation Measure survey electronically by emailing the link to the patient or verbally walking them through the questionnaire.

- ✓ Fill out the PAM powerform in Cerner
- ✓ Schedule a follow-up appt if the patient's activation level is less than 4

CHE Reminders and Reschedules

- CC will call patient 24 hours prior to CHE Appt to remind patient of appointment and collect provider information
- CC will reschedule CHE for patient if they miss their appointment

CHE scheduling

Access NPs calendar to schedule patient CHE's visit.

- ✓ Schedule appt in Vsee platform
- ✓ Document outcome in Cerner

Pre-charting

During the 24 hour reminder call, CC will complete the following tasks:

- ✓ Remind patient of upcoming appt date/time
- ✓ Collect provider information
- ✓ Ensure patient can access telehealth platform



Call Center IKCA Role–Patient Onboarding

Process mail and point of care onboarding material	Process patient data received from Neph Practice	Receive inbound calls for CKCC
<ul style="list-style-type: none"> • Upload consents into Cerner • Transcribe PAM in Flourish • Enter PAM score in Cerner 	<ul style="list-style-type: none"> • Patient contact information • Next appt date • Last appt date • Secondary insurance info 	<ul style="list-style-type: none"> • Welcome patient to the program • Answer general program questions • Triage calls to care coordinators for patient calling to onboard to the CKCC program

Training specifically for IKCA's will occur in Mar/Apr
Call Center IKCA's will report to a central manager and be located at Denver HQ



CKCC Patient Onboarding Overview (CKD & Non-DVA ESKD)

Topics

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- Role of CC in Patient Onboarding
- **Steps and materials for patient onboarding**
- Training Resources



CKD & Non-DVA ESKD Patient Welcome Packets

By February 3rd, each practice will receive enough welcome packets for each CKD CKCC patient. These will also be mailed to all CKD and Non-DaVita ESKD patients by first week of April

Each packet will contain the materials required for PoC onboarding including:

- Welcome Letter
- Consents
- PAM Survey + instructions
- Telehealth Tip Sheet
- Return Envelope

[illegible]

		Answer	Score
		Correct	Wrong
<p>Below are statements regarding computer-related tasks that you will be asked to do through this program. Please indicate how much you agree or disagree with each statement as it applies to you personally.</p> <p>Circle the answer that is most true for you (100%). If the statement does not apply, select "NA".</p>			
<p>Present</p> <p>How do you feel about the present situation in your company?</p> <p>1. I am satisfied with the present situation in my company.</p> <p>2. I am not satisfied with the present situation in my company.</p>	1. I am satisfied with the present situation in my company.	Disagree	Agree
	2. I am not satisfied with the present situation in my company.	Disagree	Agree
	3. I am satisfied with the present situation in my company.	Disagree	Agree
	4. I am not satisfied with the present situation in my company.	Disagree	Agree
	5. I am satisfied with the present situation in my company.	Disagree	Agree
	6. I am not satisfied with the present situation in my company.	Disagree	Agree
	7. I am satisfied with the present situation in my company.	Disagree	Agree
	8. I am not satisfied with the present situation in my company.	Disagree	Agree
	9. I am satisfied with the present situation in my company.	Disagree	Agree
	10. I am not satisfied with the present situation in my company.	Disagree	Agree
<p>Future Plans</p> <p>How do you feel about the future plans of your company?</p> <p>1. I am satisfied with the future plans of my company.</p> <p>2. I am not satisfied with the future plans of my company.</p>	1. I am satisfied with the future plans of my company.	Disagree	Agree
	2. I am not satisfied with the future plans of my company.	Disagree	Agree
	3. I am satisfied with the future plans of my company.	Disagree	Agree
	4. I am not satisfied with the future plans of my company.	Disagree	Agree
	5. I am satisfied with the future plans of my company.	Disagree	Agree
	6. I am not satisfied with the future plans of my company.	Disagree	Agree
	7. I am satisfied with the future plans of my company.	Disagree	Agree
	8. I am not satisfied with the future plans of my company.	Disagree	Agree
	9. I am satisfied with the future plans of my company.	Disagree	Agree
	10. I am not satisfied with the future plans of my company.	Disagree	Agree
<p>Help for the Future</p> <p>How do you feel about the help for the future of your company?</p> <p>1. I am satisfied with the help for the future of my company.</p> <p>2. I am not satisfied with the help for the future of my company.</p>	1. I am satisfied with the help for the future of my company.	Disagree	Agree
	2. I am not satisfied with the help for the future of my company.	Disagree	Agree
	3. I am satisfied with the help for the future of my company.	Disagree	Agree
	4. I am not satisfied with the help for the future of my company.	Disagree	Agree
	5. I am satisfied with the help for the future of my company.	Disagree	Agree
	6. I am not satisfied with the help for the future of my company.	Disagree	Agree
	7. I am satisfied with the help for the future of my company.	Disagree	Agree
	8. I am not satisfied with the help for the future of my company.	Disagree	Agree
	9. I am satisfied with the help for the future of my company.	Disagree	Agree
	10. I am not satisfied with the help for the future of my company.	Disagree	Agree
<p>Information</p> <p>How do you feel about the information of your company?</p> <p>1. I am satisfied with the information of my company.</p> <p>2. I am not satisfied with the information of my company.</p>	1. I am satisfied with the information of my company.	Disagree	Agree
	2. I am not satisfied with the information of my company.	Disagree	Agree
	3. I am satisfied with the information of my company.	Disagree	Agree
	4. I am not satisfied with the information of my company.	Disagree	Agree
	5. I am satisfied with the information of my company.	Disagree	Agree
	6. I am not satisfied with the information of my company.	Disagree	Agree
	7. I am satisfied with the information of my company.	Disagree	Agree
	8. I am not satisfied with the information of my company.	Disagree	Agree
	9. I am satisfied with the information of my company.	Disagree	Agree
	10. I am not satisfied with the information of my company.	Disagree	Agree

[illegible][illegible]

CKCC Patient Welcome Packet Contents

Document	Pages	Description
Welcome Letter	1	Message from IKC Chief Medical Officer welcoming patient to the CKCC program & explaining its benefits
Consents	6*	Patient authorizations to gather medical records, release medical information, etc.
PAM Survey	1	13-question survey to determine the level at which patients are activated in their own care
PAM Instructions	1	Gives instructions for the patient on how to complete the PAM
Telehealth Tip Sheet	1	Tips to help the patient connect with their care team via telehealth
Privacy Notice†	10	Notice of privacy practices, must be provided to each patient and request signature and return of corresponding acknowledgment sheet. Patient may choose not to sign and return.
Beneficiary Notice	1	Medicare notice that is required to reach all patients

* # of consents is state/market specific

† Notice of Privacy Practices mailed separately

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Consents for CKCC

Care Coordinator Role

There are a series of consents that need to be signed in order to work with the patient to the fullest.

- Care Coordinator will review each consent and obtain signatures.
- Consents will be paper or digital depending on the patients ability to sign digital consents

Paper Consents

- Use approved scripts to walk the patient through signing paper consents
- Instruct patient to mail-in sign consents

Digital Consents

- Use approved script to get approval to send link to digital consents
- Walk patient through signing process

The image shows a stack of three consent forms from IKC Minnesota. The top form is titled 'Consent to Release Protected Health Information' and includes fields for Patient Name, DOB, and address. The middle form is titled 'Permission to Discuss Health Information with Other Individuals' and includes checkboxes for HIV/AIDS, Mental Health, and Substance Abuse. The bottom form is titled 'Consent to Participate in the IKC Minnesota Disease Management Program' and includes checkboxes for 'I consent' and 'I do not consent'.

PLEASE NOTE: Digital Consent training for CC's will occur in another section. CC will use the provided scripts to introduce the consents. Consent scripting has to be approved by LCPR (legal review). We will provide a FAQ document to help CC's/IKCA's handle any other questions a patient may have about consents.

CKCC Consents in Welcome Packets

Summary of each consent

Document Name	Document Purpose
Authorization to Disclose to IKC	This allows DaVita IKC to receive records from other providers
Health Information Exchange (HIE) Opt-In	This allows DaVita IKC to utilize HIE to receive patient health information – dependent on state
Digital Communications	Allows DaVita IKC to use email communications and leave detailed voicemails.
Notice of Privacy Practices	This details the privacy practices of DaVita IKC and is required to be presented to patients prior to CHE.




Administering the PAM Questionnaire

Care Coordinator Role

We included instructions in the patient welcome packets for the patient to complete the PAM (*Patient Activation Measure*) for self-administration.


Administering the PAM:

Use the script in the CKCC Patient Onboarding Script to introduce the PAM to the patient. For telephonic onboarding, the CC will walk the patient through the PAM survey and document the patient's responses.



Name _____
ID _____
Date _____

Tailored Care For You!



You're an invaluable member of your care team and your feedback is pertinent to providing the best care possible. Your care team is dedicated in making sure you receive the best care.

Your responses to the Patient Activation Measurement (PAM) questionnaire gives us insight and guidance to establish individual goals and activities that are realistic and achievable for you. Thank you for taking the time to complete the questionnaire. Your response is appreciated and will help us identify areas of support for you and deliver information more effectively and efficiently.

Please take a few moments to complete the PAM questionnaire.

PAM Key Points:

- The questionnaire should take less than 5 minutes to complete
- Responses remain confidential
- It's important to be truthful
- Your answers should not be influenced by what others think or say
- There are no right or wrong answers
- It's OK to disagree with some of the statements

Thank you for taking the time to complete the questionnaire. Your response is appreciated and will help us identify areas of support for you and deliver information more effectively and efficiently.

Questions?
Call us at 1-833-820-0642, 9:00AM-5:00PM MST, Monday-Friday.

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Below are statements people sometimes make when they talk about how much you agree or disagree with each statement as it applies to you. Circle the answer that is most true for you today. If the statement is true, circle the answer that is most true for you today. If the statement is false, circle the answer that is most true for you today.

1. When all is said and done, I am the person who is responsible for taking care of my health.	Disagree	Strongly Agree
2. Taking an active role in my own health care is the most important thing that affects my health.	Disagree	Strongly Agree
3. I am confident I can help prevent or reduce problems associated with my health.	Disagree	Strongly Agree
4. I know what each of my prescribed medications do.	Disagree	Strongly Agree
5. I am confident that I can tell whether I need to go to the doctor or whether I can take care of a health problem myself.	Disagree	Strongly Agree
6. I am confident that I can tell a doctor concerns I have even when he or she does not ask.	Disagree	Strongly Agree
7. I am confident that I can follow through on medical treatments I may need to do at home.	Disagree	Strongly Agree
8. I understand my health problems and what causes them.	Disagree	Strongly Agree
9. I know what treatments are available for my health problems.	Disagree	Strongly Agree
10. I have been able to maintain (keep up with) lifestyle changes, like eating right or exercising.	Disagree	Strongly Agree
11. I know how to prevent problems with my health.	Disagree	Strongly Agree
12. I am confident I can figure out solutions when new problems arise with my health.	Disagree	Strongly Agree
13. I am confident that I can maintain lifestyle changes, like eating right and exercising, even during times of stress.	Disagree	Strongly Agree

NOTE: Overall PAM training will occur in a different section which will include how to transcribe PAM responses and entering the score.

HVA

Introducing the CHE and Telehealth Care Coordinator Role

We included scripting for the Comprehensive Health Evaluation (CHE) in the CKCC Patient Onboarding Script. Nurse Practitioners will conduct a telehealth CHE for CKD and Non-DVA ESKD patients*

Telehealth Tip Sheet:

This is provided in the welcome packets and helps introduce the patient to the Vsee platform for CHE.

* Training on CHE scheduling will occur in another section

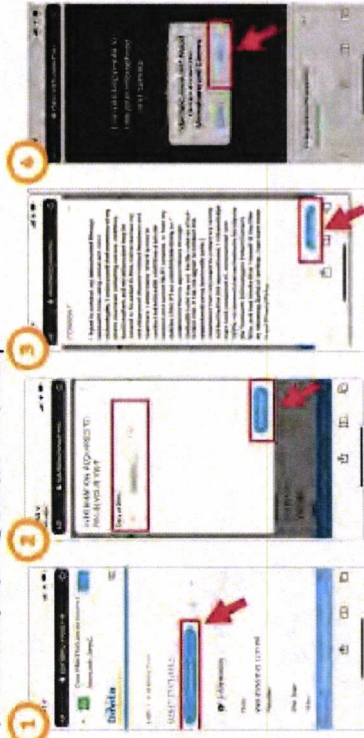
How to Start Your VSee Telehealth Visit

TO BEGIN YOUR TELEHEALTH VISIT FOLLOW THESE 4 EASY STEPS:

To begin your telehealth visit, check your email or text message for the details of your video appointment. Click the provided link in your email or text message.

1. Press the blue "Start Visit" button
2. Confirm your birthday is correct and press "Continue"
3. Review consent. To accept and go to your visit, press "Continue"
4. Click on "Allow" when your browser asks for permission to access microphone and camera.

You are now in the virtual exam room and ready for your visit! After your visit, please let us know how your visit went by responding to the post-visit question!



WHAT WILL I NEED?

- High-speed Internet access.
- A mobile device, such as an iPhone, Android phone, or tablet or a computer (Windows PC, Mac, or Chromebook) with webcam, microphone and speakers.



*** Please do not use Internet Explorer! Video calling will not work. ***

Need help joining your visit? Contact your IKC care team.
Having technical issues? Contact VSee Support at:

1-650-772-6259



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CKCC Patient Onboarding Overview (CKD & Non-DVA ESKD)

Topics

- CKCC Overview
- Review overall onboarding strategy for CKCC
- Role of CC in Patient Onboarding
- Steps and materials for patient onboarding
- **Training Resources**



Training Resources

We are providing several resources to aid in patient onboarding.

These will be housed on the village web for printing/reference.

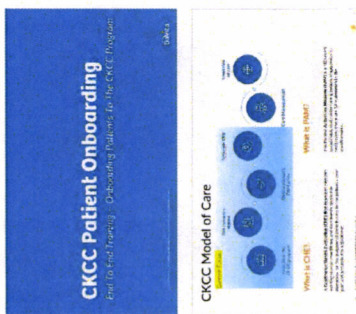
CKCC Patient Onboarding Script

- Includes detailed communication scripts for patient onboarding
- Also includes workflows for overcoming barriers to onboarding



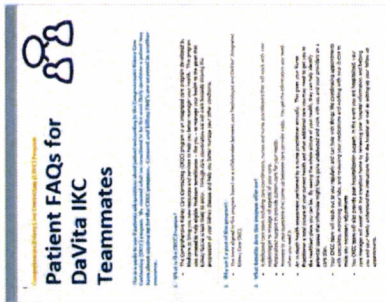
PowerPoint Deck + Recorded Session

- All slides reviewed during training will be sent out after training
- Sessions will be recorded and sent to teammates after training



FAQ's

- Helps answer the most common questions patients may have about onboarding
- Recommendation is to keep this nearby as a reference during onboarding



Pending Marketing Approval

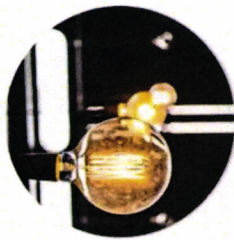
Patient Activation Measure

Tim Markel



5 Administer Patient Activation Measure (PAM) Questionnaire

- The PAM contains 13-questions that assesses a person in three key areas:



Knowledge



Skills



Confidence

- The PAM can reliably predict patient behavior such as unwarranted ER visits, hospital admissions, readmissions, care experience, and medication adherence



5 The PAM is a Required CKCC Quality Measure

- CMS will measure quality of care in the CKCC, using the PAM to:
 - Assess our ability to administer two PAMs in 2022 (one initial & one follow-up 6 months later)
 - Assess patient improvement on the PAM score
- Who needs an initial PAM? What about the follow-up PAM?
 - All CKCC patients need an initial PAM
 - Timing and administration detail on the follow-up PAM will be available throughout the year
- What is the timeframe for administration of the initial PAM?
 - Complete the initial PAM as soon as possible
 - This provides time to address patient needs before the follow-up PAM
 - Any initial PAM done after 6/30/2022 misses CMS' reporting requirement!

5 The Patient Activation Measure (PAM)

- The PAM questionnaire has 13 statements, organized by increasing level of difficulty
- Statements are intentionally vague, to allow for unique patient interpretation

When all is said and done, I am the person who is responsible for taking care of my health.	Disagree Strongly	Disagree	Agree	Agree Strongly
Taking an active role in my own health care is the most important thing that affects my health.	Disagree Strongly	Disagree	Agree	Agree Strongly
I am confident I can help prevent or reduce problems associated with my health.	Disagree Strongly	Disagree	Agree	Agree Strongly
I know what each of my prescribed medications do.	Disagree Strongly	Disagree	Agree	Agree Strongly
I am confident that I can tell whether I need to go to the doctor or whether I can take care of a health problem myself	Disagree Strongly	Disagree	Agree	Agree Strongly
I am confident that I can tell a doctor concerns I have even when he or she does not ask.	Disagree Strongly	Disagree	Agree	Agree Strongly
I am confident that I can follow through on medical treatments I may need to do at home.	Disagree Strongly	Disagree	Agree	Agree Strongly
I understand my health problems and what causes them.	Disagree Strongly	Disagree	Agree	Agree Strongly
I know what treatments are available for my health problems.	Disagree Strongly	Disagree	Agree	Agree Strongly
I have been able to maintain (keep up with) lifestyle changes, like eating right or exercising.	Disagree Strongly	Disagree	Agree	Agree Strongly
I know how to prevent problems with my health.	Disagree Strongly	Disagree	Agree	Agree Strongly
I am confident I can figure out solutions when new problems arise with my health.	Disagree Strongly	Disagree	Agree	Agree Strongly
I am confident that I can maintain lifestyle changes, like eating right and exercising, even during times of stress.	Disagree Strongly	Disagree	Agree	Agree Strongly

5 Administering the PAM Questionnaire

Introduce the PAM Questionnaire to the Patient

- ☐ Provide the patient with a list of possible responses after each statement (*Disagree Strongly, Disagree, Agree, Agree Strongly, NA*)
- ☐ Avoid words such as “survey” or “assessment”

Communicate the following key points to the patient

- ☐ There are 13 statements and should take less than 5 minutes
- ☐ Responses will help us personalize care and will remain confidential
- ☐ It's important to be truthful
- ☐ Your answers should not be influenced by what I think or say
- ☐ There are no right or wrong answers
- ☐ It's OK to disagree with some of the statements



5 Caregiver PAM Questionnaire Available

Caregiver PAM

- ✓ There is a Caregiver PAM Questionnaire available in Flourish
- ✓ The Caregiver PAM Questionnaire is similar to the standard PAM

1.	When all is said and done, I am responsible for seeing that this person's health is managed properly.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
2.	Taking an active role in this person's health care is one of the most important factors in determining her/his health and ability to function.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
3.	I am confident that I can take actions that will help prevent or minimize some symptoms or problems associated with this person's health.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
4.	I know what each of this person's prescribed medications do.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
5.	I am confident that I can tell when this person needs to get medical care and when I can handle the problem myself.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
6.	I am confident I can tell a doctor the concerns that I have about this person's health even when he or she does not ask.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
7.	I am confident that I can follow through on medical treatments I need to do for this person at home.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
8.	I understand the nature and causes of this person's health.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
9.	I know the different medical treatment options available for this person's health.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
10.	I am able to help this person maintain lifestyle changes (like eating right or exercising) for her/his condition.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
11.	I know how to prevent problems with this person's health.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
12.	I am confident I can figure out solutions when new situations or problems arise with this person's health.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A

5 Administering the PAM Questionnaire

When is it NOT appropriate to administer the PAM?

There are times in which administering PAM may not be appropriate. Here is a short, but not comprehensive list of occasions in which you may refrain from administering PAM:

- ✓ The patient is exhibiting psychotic behavior
- ✓ The patient has cognitive concerns, such as dementia
- ✓ The patient is intoxicated
- ✓ The patient is suicidal
- ✓ The patient just received a new and/or serious diagnosis.

If a patient is not appropriate for the PAM, (e.g. dementia or psych issues), is there a way to document "unable to complete" and how will we meet quality measures on these patients?

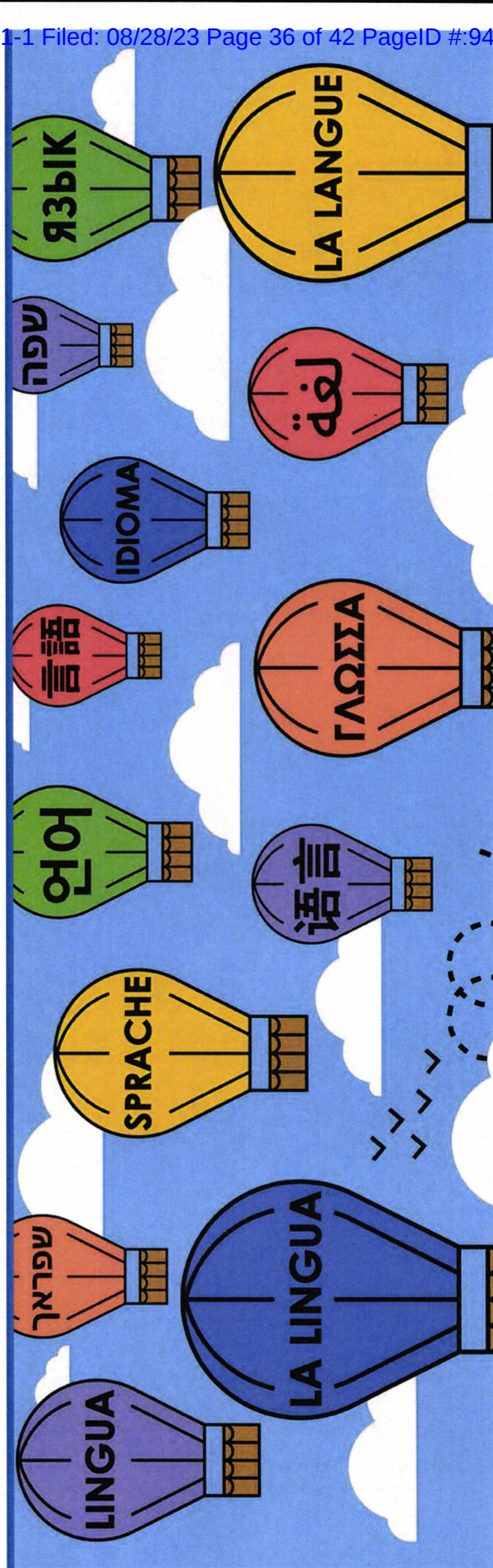
In Flourish, there is a Patient Exclusion field with a "Yes/No" response. If a patient has dementia, cognitive impairment, or psychoactive substance abuse, a TM should indicate that the patient should be excluded from the survey. This exclusion identification in Flourish lets CMS know that the patient should be excluded from the quality measure calculation. Refusals can also be captured in the PAM power form in Cerner.

Escalate to the NP if appropriate and revisit the PAM questionnaire with the patient at another time.

5 Administering the PAM Questionnaire

A Note on Languages

PAM has been translated into dozens of languages. Whoever is administering the PAM must use a translated version—do not try and translate the PAM on your own, even if you're bilingual or an official interpreter!



5 PAM Process Details for DVA ESKD Patients

- Administer patient PAM questions and capture patient responses in Flourish (CMS system of record for PAM)
- Document PAM score in Cerner using the Cerner PAM Powerform
- If patient refused PAM questionnaire during onboarding:
 - Document initial attempt/refusal in Cerner PAM Powerform, entering the date the survey was attempted
 - Attempt a second time during the CHE scheduling contact

How do TMs get access to Flourish?

IT team is working on getting all existing TMs access for go-live. Moving forward, flourish access will be included whenever a TMSS ticket is submitted for Cerner access

If a TM puts the wrong date for the PAM, will they be able to update to correct date in Cerner?

Yes, TMs will have to remove the incorrect PAM survey and add new PAM survey with correct date backdated

What should IKC CCs do if patient reveals information that needs to be escalated to the IKC RN/NP during PAM administration?

IKC CCs should refer to the IKC escalation process / training on how to handle escalations to the clinical team

Flourish: Administering the PAM

Knowledge Center

Dashboard

Individuals

Coaches

Reports

Surveys

Uploads

KL

flourish | 1H- Demo: CMS KCC

Profile

Surveys

Notes

Individual Identifier: 211105-OVADPHU

PAM Level: null

Score: null

Score Change: null

Last Surveyed: null

Start New Survey

Survey Administration

New Survey

Administer Survey

Schedule Future Survey

Delivery Method

Paper

Phone

Email

In Person

PAM13_S

Completion Date

11/08/2021

Language

English

Submit

Cancel

Delivery Method

Arabic

Chinese (Mandarin)

Chinese (Taiwanese)

English - Australia

English - UK

French

German

Hebrew

Hindi

Japanese

Korean

Polish

Portuguese

Spanish - Mexico

Spanish - Puerto Rico

Tamil

Urdu

Bengali

Burmese

Chinese (Simplified)

Czech

Danish

Dutch

English

Finnish

Greek

Guarani

Hungarian

Indonesian

Over 45 languages available

Flourish: Documenting PAM responses

Knowledge Center

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Surveys

Uploads

Profile

Surveys

Notes

Individual Identifier: 21103-144NF027

PAM Level: null

Score: null

Score Change: null

Last Surveyed: null

Start New Survey

PAM12_S Survey | English

Not everyone approaches their health in quite the same way. In just a few minutes, you can learn more about your personal health style by taking this short survey. It's that simple!

Questions 1-13

1. When all is said and done, I am the person who is responsible for taking care of my health.

Disagree Strongly

Disagree

Agree

Agree Strongly

NA

2. Taking an active role in my own health care is the most important thing that affects my health.

Disagree Strongly

Disagree

Agree

Agree Strongly

NA

3. I am confident I can help prevent or reduce problems associated with my health.

Disagree Strongly

Disagree

Agree

Agree Strongly

NA

4. I know what each of my prescribed medications do.

Disagree Strongly

Disagree

Agree

Agree Strongly

NA

5. I am confident that I can tell whether I need to go to the doctor or whether I can take care of a health problem myself.

Disagree Strongly

Disagree

Agree

Agree Strongly

NA

6. I am confident that I can tell a doctor concerns I have even when he or she does not ask.

Disagree Strongly

Disagree

Agree

Agree Strongly

NA

7. I am confident that I can follow through on medical treatments I may need to do at home.

Disagree Strongly

Disagree

Agree

Agree Strongly

NA

8. I understand my health problems and what causes them.

Disagree Strongly

Disagree

Agree

Agree Strongly

NA

Cancel

Submit

Flourish: Viewing PAM results

Knowledge Center

Dashboard

Individuals

Courses

Reports

Surveys

Uploads

Profile

Surveys

Notes

Individual Identifier: 2110512PASY

PAM Level: 0

Score: 51.00

Score Change: 0.00

Last Surveyed: 11/08/2021

Start New Survey

Survey Results

PAM: 0

Level: 0

Score: 51.00

11/08/2021 06:54:11 PM (UTC)

Started Date

English

Language

Kathy Lovick

Entered By

Admin

Survey Mode

Paper

Survey Delivery Mode

11/08/2021 06:54:30 PM (UTC)

Completion Date

Survey: PAM13_s

Survey Name

Survey Response

Statement

When all is said and done, I am the person who is responsible for taking care of my health.

Taking an active role in my own health care is the most important thing that affects my health.

I am confident I can help prevent or reduce problems associated with my health.

I know what each of my prescribed medications do

I am confident that I can tell whether I need to go to the doctor or whether I can take care of a health problem myself.

I am confident that I can tell a doctor concerns I have even when he or she does not ask.

I am confident that I can follow through on medical treatments I may need to do at home.

I understand my health problems and what causes them.

I know what treatments are available for my health problems.

I have been able to maintain (keep up with) lifestyle changes, like eating right or exercising.

I know how to prevent problems with my health.

I am confident I can figure out solutions when new problems arise with my health.

I am confident that I can maintain lifestyle changes, like eating right and exercising, even during times of stress.

Answer

Disagree

Agree Strongly

Agree Strongly

Agree

Disagree

Agree Strongly

Agree Strongly

Disagree

Agree Strongly

NA

Disagree

Disagree Strongly

Disagree

Schedule next survey in 90 days

Schedule next survey



Break Time



Motivational Interviewing

Jamie Freleng

